

STRATEGIC PLAN 2003-2009

OUR MAP TO THE FUTURE

A note from the Director:

*In the past year, we increased the effectiveness of NDDOT's programs, products, and services. This updated strategic plan takes into account those successes and continues to focus us on our vision: **Safe Ways, Great Ways, Promoting Economic Growth.***

The previous (2002-2008) plan included six goals and 29 objectives. NDDOT employees' efforts resulted in the completion of one entire goal and six objectives. The executive re-validation process identified four new objectives and split 4.7 in two, so the updated plan has five goals and 28 objectives.

*This strategic plan touches each of the Department's core functions: planning and project development, operations, services to government, security and safety, and our overall organizational health. The purpose of the plan is to concentrate our effort on **"providing a transportation system that safely moves people and goods."***

As you become more familiar with this brochure you'll see we've made substantial progress on our journey. Although much remains to be done, I'm confident that our employees will continue to make NDDOT's programs, products, and services second to none.

*David A. Sprynczynatyk, P.E.
September 2003*



STRATEGIC PLAN 2003-2009

VISION

Safe Ways

Great Ways

Promoting Economic Growth

MISSION

Providing a transportation system that safely moves people and goods.

VALUES

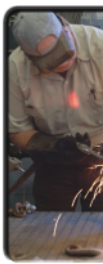
Professionalism - Our employees strive to improve themselves and the products and services they deliver.

Respect - Our employees treat others courteously and are treated with courtesy by the department.

Integrity - Our employees deal honestly with coworkers and with contacts outside the department.

Dedication - Our employees assume responsibility for their work and do the job right the first time.

Excellence - Our employees continually exceed and raise the high standards they set for themselves.



GOALS AND OBJECTIVES

Goal 1. Enhance customer satisfaction.

Goal 2. Increase safety on North Dakota's transportation system and within the Department of Transportation.

Goal 3. Improve the quality and efficiency of North Dakota's transportation system and services.

Goal 4. Enhance employee satisfaction.

Goal 5. Strengthen stakeholder relationships.

GOAL 1. Enhance customer satisfaction. GOAL SPONSOR:
Director, DOT

Objective 1.1. Conduct customer satisfaction survey NLT April 30, 2004 to determine: perception of road ride quality, road maintenance quality, quality of driver licensing services, quality of information and services at visitor centers/rest areas, perception of road safety information and traffic services, as well as quality of communication with customer groups and segments. Objective owner: Deputy Director for Business Support

Objective 1.2. Enhance internal and external communication NLT September 30, 2006. Objective owner: Deputy Director for Business Support

Objective 1.3. Improve ride quality by 10 percent NLT March 31, 2008. Objective owner: Deputy Director for Engineering

Objective 1.4. Enhance maintenance service levels NLT April 30, 2007. Objective owner: Deputy Director for Engineering

Objective 1.5. Improve load-carrying capacity of the state highway system by 20 percent NLT September 30, 2008. Objective owner: Deputy Director for Engineering



Objective 1.6. Enhance customer service in the Motor Vehicle division NLT December 31, 2006. **Objective owner:** Deputy Director for Driver and Vehicle Services

Objective 1.7. Enhance customer service in the Drivers License and Traffic Safety division NLT December 31, 2006. **Objective owner:** Deputy Director for Driver and Vehicle Services

GOAL 2. Increase safety on North Dakota's transportation system and within the Department of Transportation. **GOAL SPONSOR:** Director, DOT

Objective 2.1. Enhance employee safety and security plans NLT December 31, 2004. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services (Formerly 2.4)

Objective 2.2. Increase driver awareness by improved communication of traveler information NLT September 30, 2004. **Objective owner:** Deputy Director for Business Support

Objective 2.3. Develop and implement a safety plan that reduces transportation-related reportable crashes, injuries, and fatalities relative to vehicle miles traveled (VMT) by 10 percent NLT December 31, 2007. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

GOAL 3. Improve the quality and efficiency of North Dakota's transportation system and services. **GOAL SPONSOR:** Director, DOT

Objective 3.1. Develop a strategic performance measurement system NLT July 31, 2005. **Objective owner:** Deputy Director for Business Support

Objective 3.2. Refine and implement highway modal investment strategy to include a pavement preservation program NLT December 31, 2004. **Objective owner:** Deputy Director for Engineering

Objective 3.3. Refine and implement roadway classification system NLT December 31, 2004. *(Work will continue in this area; objective is being considered for consolidation with others)* **Objective owner:** Deputy Director for Engineering



Objective 3.4. Review, map, and assess processes NLT December 31, 2006. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Objective 3.5. Develop a process to track trends, best practices, and technological advancements which impact transportation NLT June 30, 2004. **Objective owner:** Deputy Director for Engineering (Formerly 5.3)

Objective 3.6. Complete a state highway modal plan NLT December 31, 2004. **Objective owner:** Deputy Director for Engineering (New)

Objective 3.7. Develop and implement a strategy to improve construction quality through partnering NLT December 31, 2004. **Objective owner:** Deputy Director for Engineering (New)

Objective 3.8. Advance implementation of TransAction initiatives working with Director's Advisory Council and Director's Transportation Forum NLT December 31, 2007. **Objective owner:** Deputy Director for Engineering (New)

GOAL 4. Enhance employee satisfaction. **GOAL SPONSOR:** Director, DOT

Objective 4.1. Complete development of career path program NLT June 30, 2004. **Objective owner:** Deputy Director for Business Support

Objective 4.2. Develop and implement plans that provide employees with effective and efficient maintenance and fleet services equipment NLT June 30, 2004. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services (Formerly 4.7.1)

Objective 4.3. Develop and implement plans that provide employees with effective and efficient engineering and information technology equipment NLT June 30, 2004. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services (Formerly 4.7.2)

Objective 4.4. Enhance training opportunities to ensure employees continued professional growth NLT August 31, 2004. **Objective owner:** Deputy Director for Business Support (Formerly 4.8)



Objective 4.5. Implement a 5-year plan to improve North Dakota Department of Transportation work facilities by 25 percent NLT March 31, 2007. Objective owners: Deputy Director for Business Support and Deputy Director for Engineering

Objective 4.6. Develop a succession planning program NLT June 30, 2004. Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Objective 4.7. Develop and implement an employee wellness program NLT June 30, 2004. Objective owner: Deputy Director for Business Support (New)

GOAL 5. Strengthen stakeholder relationships. GOAL SPONSOR: Director, DOT

Objective 5.1. Enhance our knowledge and understanding of stakeholders NLT December 31, 2004. Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services (Formerly 6.1)

Objective 5.2. Enhance communication processes with stakeholders NLT December 31, 2004. Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services (Formerly 6.2)

Objective 5.3. Develop context-sensitive design procedures that recognize the need for protection of our historic, cultural, and environmental resources NLT June 30, 2005. Objective owner: Deputy Director for Engineering (New)

**DAVID A. SPRYNCZYNYATYK, P.E.
DIRECTOR**

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